



National Finance Center Customer Notification

Date of Notification: February 24, 2010

Subject: Update on Compensatory Leave Rate Records

Database/Customer(s) Affected: Agency Specific

Dear Customer:

This customer communication is being sent to clarify the NFC Important Customer Communication sent on February 10, 2010, regarding Compensatory Leave Rate Records.

On January 8, 2010, a communication regarding the same subject was sent to a small number of impacted customers regarding an issue with Compensatory Leave Rate Records which occurred in Pay Period 20, 2009. The issue involved employees who had multiple salary records and as a result, the system created duplicate compensatory rate records. Spreadsheets were provided to the impacted agencies in January 2010. The communication that was sent on February 10, 2010 was erroneously sent to all customers and should not have been. Since this issue affected only a few agencies across our customer base, the Dedicated Customer Service Representative (CSR) will only provide spreadsheets listing affected Social Security Numbers to the Agency Points of Contact (POC) impacted by the issue. You can expect to receive the spreadsheets by February 24, 2010.

NFC was able to correct some of the affected employees; however, agency action is required on a very small population of the impacted employees as follows:

Agency/Timekeeper Action:

- A. The timekeeper should print and maintain for their records the TINQ Screen 05 for all affected employees and confirm they have done so with their CSR.
 - HR Offices may have to contact the employees' previous agency and request they zero out the hours in TINQ 05 if the employee has been paid for their compensatory time.

"Tip of the Week"

Employees who are not current EPP users or who need a new User ID or password can find instructions on NFC's Home Page, www.nfc.usda.gov, by clicking the My EPP icon on the Application Launch pad.

Corrective Action by NFC:

- B. Our Development Staff will then delete all the compensatory rate records and zero out the balances for those affected employees that were unable to be corrected through TINQ.

Agency/Timekeeper Action:

- C. Once the rate records are erased, your CSR will contact the Agency POC to proceed with the correction process.
- The timekeepers will need to do a leave audit and then enter the compensatory leave rate records in TINQ.

NOTE: To prevent future leave issues, we request the agency run the bi-weekly Culp Report 149, Leave Error Report. Agencies can use this report to clean up any leave discrepancies.

We apologize for any confusion this issue may have caused.

If you have any questions regarding this communication, please contact Client Management Branch at CUSTOMER.SUPPORT@USDA.GOV.

Thank You,
Tiffany Ward and Kendra Williams
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Client Management Branch
Customer.Support@usda.gov
M6-10-059/077

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